Administrative Office of the Courts

INFORMATION TECHNOLOGY SPECIALIST 2

Primary Purpose
Performs standard consulting analysis, programming, maintenance, installations and/or technical support of the AOC mainframe and network operations for the AOC Judicial Information Systems.

Distinguishing Characteristics
Reporting to an Information Technology Manager, this job performs duties within established work methods and procedures for small scale systems or programs, or pieces of larger systems or programs. The majority of work and tasks are limited in scope and impact individuals or small groups. Complex problems are referred to a higher level. Work is subject to review/approval and is oriented toward both productivity as well as development of technical skills and professional judgment.

Duties and Responsibilities
Working in a specialist capacity, becomes knowledgeable in system design, acquisition, installation & maintenance and develops working expertise by performing the following:

Performs standard programming by applying a wide variety of programming fundamentals.

Configures a variety of AOC application software products to support the continuous availability, reliability, and performance of the AOC installed applications.

Performs specialized system design, acquisition, installation and maintenance tasks such as: wireless connectivity and firewall support; availability monitoring, network router configuration and switch configuration for the JIS network. Provides primary support for firewall configurations, domain name servers and routing tables.

Troubleshoots and resolves routine problems by consulting with customers and providing timely and accurate responses to service requests.

Participates and interacts with senior staff in design reviews impacting statewide systems and services.

Performs other duties as required.

Key Competencies
Agency Values:
- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies
- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Knowledge, **Skills and Ability**
- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and clients
- Communication skills that facilitate effective, appropriate information exchanges
- Ability to effectively communicate both orally and in writing; communicate proficiently in written reports and deliver information through presentations
- Ability to understands customer expectations and meets those expectations
- Ability to identify, analyze and resolve problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to think critically, exercise judgment and make sound decisions and recommendations consistent with organizational objectives
- Skill to prioritize; manage time, and resources to accomplish goals and objectives
- Ability to multi-task and effectively coordinate multiple assignments
- Ability to accomplish work objectives, complete assignments set by supervisor
- Ability to self-initiate, achieve excellent results with little need for direct oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to all customers
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to learn and deploy knowledge and skills in a combination of the following technology and business areas:
  - ✓ Microsoft Office Word, Excel, and PowerPoint
  - ✓ Microsoft Visio
  - ✓ Microsoft Project
  - ✓ Application programming fundamentals
  - ✓ General business practices and procedures
  - ✓ General accounting practices and procedures

Key Competencies (continued)

- ✓ Methodologies and principles of Business Process Engineering (BPE / BPM)
- ✓ Principles of Change Management
- ✓ Quality Assurance methodologies
- ✓ Packaged application systems featuring a high level of configurability to end-user requirements

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Qualifications and Credentials

A Bachelor's degree in Information Technology, Computer Science or closely allied field
AND
Three years of experience performing technical information technology work in a complex information technology environment.

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of Information Technology Specialist 2 may substitute for the qualifications listed.

SALARY RANGE: 62

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered under the Fair Labor Standards Act (FLSA).

10/14: Updated
12/08: Revised Min Quals
05/07: Established